

14 FAH-5 H-400 PROCESSING DPO MAIL

14 FAH-5 H-410 INCOMING MAIL

*(CT:DPO-1; 11-14-2013)
(Office of Origin: A/LM)*

14 FAH-5 H-411 RESPONSIBILITY FOR INCOMING MAIL

(CT:DPO-1; 11-14-2013)

Diplomatic Post Office (DPO) personnel (Postal Officer, DPO Supervisors, and DPO Clerks), acting as United States Postal Service (USPS) agents, are bound by the U.S. Code , and must follow the USPS policy, regulations, and guidance when engaged in mail processing and/or delivery, and such procedures and regulations cannot be waived. Designated personnel must deliver or forward all single-rate Priority, First-Class, Express, Standard mail, and Package Services, that is annotated with either "Address Service Requested" or "Forwarding Service Requested," as applicable. See 14 FAH-5 H-432.2 for instructions on mail forwarding.

14 FAH-5 H-412 RECEIVING MAIL

(CT:DPO-1; 11-14-2013)

- a. Incoming bags and Outside Pieces (OSP) when authorized are manifested through Automated Military Postal System (AMPS) by the dispatching facility. DPO clerks must access the AV-7 Global Business System (GBS) module under the Transportation tab, and verify the number of bags/pieces dispatched to post daily prior to collecting inbound mail at the airport.
- b. If mail is delivered to post by a third party, the number of pieces listed in the AV-7 GBS must be verified against the number of pieces of mail received, by serial number. To obtain this data follow the "Reprint AMPS AV-7" guide at the Office of Diplomatic Pouch and Mail (DPM) Website.

14 FAH-5 H-413 DPO MAIL DELIVERY

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(CT:DPO-1; 11-14-2013)

- a. DPO Clerks must verify that the addressee is an authorized user.
- b. Compare the name on the mail with the name label on the receptacle before placing the mail in the receptacle. If names do not match, check the mail forwarding file (see 14 FAH-5 H-320). If the addressee has left post, see 14 FAH-5 H-432.2 for procedures. Verify with post Human Resources (HR) to see if the person is inbound/newly assigned.
- c. Only place mail items bearing postage or other items authorized by USPS or DPM in mail receptacles. Process and deliver mail (by class) in the following order: First-Class and Priority Mail; Periodicals (magazines and newspapers); and Standard Mail.
- d. See 14 FAH-5 H-421 for procedures for handling accountable mail.
- e. When non-accountable items are received that are too large to fit in a mail receptacle, safely store the item that facilitates easy retrieval delivery. Use Form PS-3907, "Mail Pickup Notice" to notify customers of this mail. DPOs may use substitute forms or alternate (electronic) means to notify customers of oversized mail. DPOs may also overprint the form with customer service hours, etc. Posts with alternative delivery records for non-accountable mail should forward the process to the DPM Director for approval prior to implementation.
- f. Use status memos for marking receptacles of sponsors who are temporarily absent for any reason. Sponsors must sign the memo, when possible, to show that the forwarding address or instruction for disposition of mail was provided.
- g. If a change of status is received due to official government action, mail forwarding and disposition must be determined locally and coordinated with the DPM Director for approval prior to implementation.

14 FAH-5 H-414 HOLDING DPO MAIL FOR PERSONNEL DUE TO ARRIVE AT POST

(CT:DPO-1; 11-14-2013)

- a. Mail may be held for personnel due to arrive to post following the guidelines below:
 - (1) Office Sponsor notifies DPO staff of person scheduled to arrive and provides date of arrival, full name of authorized customer(s), contact e-mail, telephone number and names of all eligible family members on orders who will accompany them; and
 - (2) Human Resource Office notifies DPO staff of person scheduled to arrive and provides date of arrival, full name of customer(s), contact e mail, telephone number and names of all eligible family members on orders who will accompany them.

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- b. For incoming personnel who have not arrived by the date of the expected arrival date provided by the sponsor or Human Resource Office, the following actions must be taken:
 - (1) On Day-15, DPO Mail Clerk must contact the sponsor or personnel office and request a status update of inbound personnel. The sponsor or personnel office should also be advised of the type of mail and amount of mail on hand:
 - (a) If a new date is provided continue to hold mail based on the new date; and
 - (b) If a new date is not provided, mail may be held for an additional 15 days after expected arrival date, for a total of 30 days.
 - (2) On Day-30, DPO Mail Clerk must contact the sponsor or personnel office and request a status update of inbound personnel. The sponsor or personnel office should also be advised of the type of mail and amount of mail on hand:
 - (a) If the sponsor provides a new or adjusted arrival date, continue to hold mail based on the date provided; and
 - (b) If the sponsor is not able to provide a new arrival date, mail must be returned to the sender endorsed Close the Receptacle; annotate the directory record and all mail received after that point will be endorsed "Moved - Left No Forwarding Address" and returned to the sender.
- c. If there is no indication of an arrival date, but there is reason to believe the individual is due to arrive, for example, the mail is being forwarded, the sender has the same last name, or some other similar reason, hold the mail for 30 days. If the mail is still unclaimed at that time, attempt to determine the sponsor's status through the appropriate channels and dispose of the mail accordingly by class of mail. If mail is still undeliverable, return it to the sender endorsed "Attempted - Not Known."
- d. Screen mail being held for personnel against the directory files weekly.

14 FAH-5 H-415 THROUGH H-419 UNASSIGNED